

iiNet news
features

December iiNews

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editor's note

Welcome to December.

I fully expect that only half as many people will be reading this month's iiNews than last months. After all, most people have more pressing matters to attend to like prepping for Christmas day or figuring out why the right hand trailer light won't work.

But maybe the Christmas spirit doesn't haunt you, or you're just able to keep a level head. Then you'll be reading this, wondering just when I'm going to get to this month's point...which is that time these days is a scarce resource. Festive season aside, time, more than money, is causing grief to a 21st century population squeezed by competing commitments.

Work time, play time, relaxation time, family time, time for friends, time for sleep...there's both too much time and not enough to go around. But there is help out there. There are ways that people can start to rearrange time, giving more minutes to sleep, more quality time to family time and making the most of the hours between 9 and 5.

In this month's feature story we look at the problem of time and come up with some quick and easy online solutions you can put into place right away to get back on with your life.

There's plenty more, so dig in.



Mark Welker
iiNews Editor

inbox

"I read your article about cleaning up my inbox with great interest. Only thing is, my inbox is my filing system, and while I think it's nice to imagine that it might be empty, I don't think I'll ever get to the end of it - more than 3,000 emails all up."

- Yasmine T, NSW

Yasmine I feel your pain. What I would suggest is creating a "filing" folder, move all your inbox messages into it and week by week start sorting through it. If you find you're going so far back that the emails no longer have any relevance, then maybe you can delete them or archive them away and start afresh.

"Congratulations to everyone involved in iiNet's Open Day last week. The sessions were informative and enjoyable, and the presenters professional and knowledgeable. Well done!"

- Rosemary H, WA

"In last month's edition (November) I picked up two mistakes in your newsletter - I didn't read the whole thing so there may be more. Who proof reads iiNews?"

- Jason L, VIC

Ouch. Obviously my proof readers have some room for improvement. Of course, last month's edition was 4,800 words, so that's a 99.96% success rate...

Send your newsletter feedback to iinewsfeedback@iinet.net.au

news

open day 06 content

Thanks to all who were able to come see us in Perth for the 2006 iiNet Open Day. This year's effort was a more intimate affair, featuring small focused PC labs, information seminars, the always popular executive discussion panel and tours of our Contact Centre.

If you couldn't attend on the day, the good news is we caught it all on tape. Skip over to the Open Day page at http://www.iinet.net.au/about/openday/past_sessions.html and you can download videos (in a range of sizes and formats) of all the seminars, download guides from the PC Labs, and even digitally sample the fold-up Discover maps given out on the day.

Broadband Provider of the Year

iiNet was awarded Best Broadband Provider 2006 in the PC User end of year roundup. The award was featured in the January edition of the magazine where the editors collate their Top 100 picks for the best value PC products, services, gadgets and games. The article states:



"iiNet leads the country in the rollout of fast broadband. It's pricing is far better than Telstra's, but sign up to an iiNet phone plan for the best deal."

win a trip to Vietnam

This competition has now closed.

For each person you refer that signs up, you'll get an entry into the draw. The more people you refer, the more chances you have to win!

support & services

product spotlight - VOIP adapter

For most people who have broadband, VOIP is a relatively new prospect. For those who are familiar with it, many are still under the impression that it requires equipment such as a headset and software that effectively tethers you to your computer.



But we've come a long way since then, with the arrival of new VOIP services, broadband modem/routers with VoIP capability and more importantly, the humble VOIP adapter (or Analogue Telephone Adapter, ATA).

In short, a VOIP adapter (ATA) converts the sound of your voice (analogue signal) into data (digital signal) which can then be sent through your Internet connection. This allows you to make phone calls using a standard telephone handset but enjoy the lower call costs available on VOIP services.

If you already have a broadband modem/router that can share its connection with other computers, you're probably ready to add a VOIP adapter and be "VOIP ready". The VOIP adapter sits comfortably between your modem/router and your telephone, making people without a VOIP compatible modem able to use VOIP.

Unlike other VOIP adapters that require a complicated connection procedure, the iiNet/Belkin ATA VOIP adapter comes pre-configured with your VoIP details and an easy to follow installation CD.

For \$99 it's an inexpensive way to start saving on phone calls if you don't already have a VOIP compatible modem. If you'd like to know more about the VOIP adapter (ATA) go to our [hardware and setup options page](#) or call us on 13 19 17. Alternatively, if you'd like to know exactly what you need to get ready for VOIP, try out our 3 step " [ready for VOIP](#) " quiz.

tech tip - voicemail forwarding to email

One of the many handy features of iiNet VOIP: voicemail forwarding to email, is also one of the most popular. If you have VOIP or iinetphone and you haven't set it up yet, here's how to do it:

1. Log into your account through [toolbox](#). If you've forgotten your password try our [password retrieval tool](#).
2. Once logged in, find your VOIP service (it may be called VOIP or iinetphone) and select "Configure your VOIP" from the "Account Tools" drop down menu.
3. Next to "Basic Products" on the next screen, there's a button which says "Show Details" - click on this button
4. Once the details have appeared, you'll see a section called "Voice Mail". There are three options here:
 - Forward voice mail to email
 - Copy voice mail to email
 - None
5. If you would prefer to have your voice messages forwarded straight to your email, select the first option and enter the email address you'd like the messages to forward to. Your voicemail will arrive as a sound file attached to an email.
6. To keep a copy on the regular VOIP voice mail service as well as having a copy sent to your email, select the second option and enter in the email address you'd like the messages to forward to.
7. Selecting the third option, "None", will mean that you will only receive voice mail on your VoIP service (ie: you'll need to dial in using your VOIP handset to get your messages). To find out the numbers to call for VoIP voice mail see our [FAQ page](#).

Once you've set your voicemail up how you like it, click on the button called "save changes". It generally takes about 15 minutes for changes to be made to your service. Just make sure you have speakers on the computer you use so you can hear the message!

frequently asked questions - wireless networking

What is wifi/wireless?

A wifi or wireless connection uses radio frequency signals to send data between computers and devices, replacing the need for wired connections. The frequencies used by wireless computing standard (802.11) are similar to that used by home portable phones. These signals are ideal for small areas such as a house or small office. Wifi is a term which can be used generically when referring to any type of 802.11 wireless network.

What do I need?

A broadband connection is required for maintaining an optimal Internet connection at high speeds. After you've selected a suitable plan, the right hardware is required to get a wireless network up and running.

I have broadband already, what do I need to go wireless?

All you need to get your wireless network up and running is:

- ❑ A wireless modem/router
- ❑ A computer
- ❑ A wireless network card or USB adapter for each device you wish to connect.

How do I set my wireless network up?

The wireless hardware we supply is designed for easy self installation. The user manual and quick installation guide provided with your hardware should get you going in no time. We have also put together an information centre on wireless networks at http://www.iinet.net.au/support/wireless/guide/wireless_setup.html. If you have any problems setting up your Belkin wireless modem, you can get help by calling the Belkin support line on 1800 235 546.

security watch

top 5 viruses reported to Sophos in November

1. [W32/Stratio-Zip](#)
2. [W32/Netsky-P](#)
3. [W32/Bagle-Zip](#)
4. [W32/Zafi-B](#)
5. [W32/Netsky-D](#)

List provided by [Sophos](#). Remember, all iiNet plans come with industry leading email anti-virus and anti-spam protection that is automatically kept up-to-date with the latest virus threats. However, to fully protect your system, we recommended that you use our email anti-virus in conjunction with a personal anti-virus product such as those listed on this [page](#).

ebay fraud

We've noticed a particularly insidious ebay fraud email making the rounds at the moment. A screenshot of the email is below, and you'll notice how well it's been put together. Essentially the email purports to be from an ebay user asking for you to send the "item" for which they have paid you for. It threatens to report you to ebay if you do not resolve the situation and prompts you to respond to the message by clicking within the email. The site you'll be directed to is **not** part of ebay at all, it is a dummy site designed to capture your ebay account details.



If you get this email, hit **delete**. Ebay now have a tutorial that can help identify spoof emails at <http://pages.ebay.com.au/education/spoof/tutorial/>. However, as these emails are getting more and more sophisticated, the best advice is to never sign into your ebay account from your email. Always check the ebay number shown in an email and see if it really is one of yours, then log in to ebay by visiting www.ebay.com.au and verify if the email is in your ebay message box. If in doubt, delete.

feature story: make the most of your time online

Going digital doesn't have to mean you don a strobe suit and ride to work on a circuit bike. The online environment is far from a lifeless bionosphere - it's a bustling metropolis of culture and information. It's also no longer such an "online all the time" place. In fact, going online is more and more geared around enriching your offline life, whether that means booking tickets for your favourite show, getting gardening tips from green thumbs around the world, or simply researching that next good book.

In this month's feature story we look at some of the ways that going online can speed up the parts of your offline life you wish were already over - like paying bills and searching skills. It's about doing more things online, so that you have more time to spend offline.

With that in mind, we've compiled the shortlist of how you can better manage your life online:

Internet Banking

One by one I've hit each of my paper bills with the digital stake. Everything from water to electricity to frequent flyer updates are now available to be paid, viewed and modified online.

Switching to digital banking is as easy as calling your bank and setting up your online net banking access. Once inside your Internet banking account, make sure to opt in for electronic bills via BPAY. Each time you receive a bill electronically you receive an email (with a reminder 3 days before it's due) and for those who like to keep a hard copy, a pdf copy of your invoice is normally available which you can save, archive or print out. If you're worried about security, then take solace in the fact that your bank is infinitely more worried than you. After all, they are responsible for making sure your savings stay in the one place.

Learn Google

Learn Google, love Google. Ask any university student and they'll tell you there's more than one way to search. Refining your search skills can cut down your study, work or home research dramatically, eliminating many many hours of limitless online trawling.

Start with a few of basics:

- ❑ Type "define" in front of your search term; if Google has seen a definition for the word or phrase on the Web, it will retrieve that information and display it at the top of your search results.
- ❑ Use quotation marks ("") before and after a search term; it will narrow down your search results to the specific word combination (ie "iiNet broadband") - very handy for names or for looking up specific phrases (ie checking your student's work).
- ❑ Currency conversion; an easy-to-access currency converter is a very handy thing to have lying around when you're in the middle of an ebay auction frenzy. Type in the conversion you're after (like "5 British pounds in South Korean money" minus the quotation marks) and Google will do the maths for you based on up-to-date currency market figures.

There are dozens of others, so check out <http://www.google.com/help/features.html> for a full list of the additional services Google offers.

Digital window shopping

I'm still amazed that people jump in the car to shop around and research their next buy. Every item I shop for (bar food and clothing) starts online. Going online not only allows you to use price searching engines such as www.staticice.com.au (electronics) and www.myshopping.com.au (everything else), it also gives you access to the news and views of a global consumer base.

For example, cameras are a big ticket item around Christmas. I see people cramming into department stores getting advice from the "man behind the counter" for camera buying advice. Go online and you'll not only find reviews from the world's experts (who aren't trying to sell you anything) but you can also read the ongoing experiences of those who've already bought the item.

Of course, you might just want to let someone else do the groundwork, so why not sign up for a membership to [Choice Magazine](http://www.choice.com.au) online (\$16.95 per quarter). Choice is a not for profit company devoted to testing out Australian products, everything from vacuum cleaners to mp3 players, and delivering the results to your inbox.

Choose your favourites

We touched on these in our recent Open Day PC labs so go check out the handout at http://www.iinet.net.au/about/openday/past_sessions.html. Favourites have been around for years, but up until a year ago I had them firmly wedged in

my "when I get time" basket. It's amazing what an effect organising favourites has on your browsing experience. It may only seem like a few seconds needed to type in an address and hitting return, but having all your regular online haunts embedded into your browser or stored in your favourites folder seriously speeds things up - particularly if your using these sites everyday.

Plus, you can take your favourites with you as you upgrade or even change your browser, so you should only need to set them up once.

Directory search

Maybe not so surprising, but I (like many people) have been using my Yellow Pages and White Pages books to increase the height of my monitor for a long time. Now with both books available online I'm sure it won't be long till those 2kg monsters are a thing of the past. The online versions are incredibly easy to use whether you are searching for a tradesperson or looking up an old friend, and because they are linked into the online street directory whereis.com.au (another good one) you won't get lost on the way.

This is just a sampling of some of the great new and useful services appearing online. That's the beauty of the Internet; it grows to the needs of it's users. So all you have to do is ask.

Some we couldn't fit in:

www.webjet.com.au - for flight and accommodation comparisons/bookings.

www.hoyts.com.au - purchase your ticket before leaving the cinema and jump the line.

www.ato.gov.au/super - won't save you time as such, but finding your lost super will save you money.

[Cleaning up your inbox](#) - check out last month's edition of iiNews for tips on clearing out and organising your inbox.

www.flickr.com - shift your photo album online and share them with friends and family the easy way.

iipeople

staff profile

Name: Kristin McIntosh

Title: Customer Service Manager



What does your current role involve?

I'm one of the Customer Service Managers (CSMs) in the Auckland contact centre managing a team of 13 customer service consultants. When I joined iiNet, the Auckland contact centre had just opened for business and the contact centre manager (my boss) was running both ihug New Zealand and iiNet Auckland, recruiting entirely brand new staff to the iiNet Auckland site.

In the past year I have been privileged to be involved with the management team in creating a fully functional contact centre from the ground up. This has meant creating processes, supporting new staff, helping in the development of senior staff as well as the day to day things - answering questions, monthly staff catch ups, team meetings, call coaching and monitoring, and managing my team's progress.

What did you do before you came to iiNet?

Before I came to iiNet I was actually working for one of iiNet's competitors in a similar role in Melbourne with about the same sized team. I gained significant industry experience there, specialising in residential and corporate telephone provisioning and faults.

What is the best thing about working at iiNet?

There are lots of great things about working at iiNet but the best thing would have to be the awesome people I'm surrounded by everyday. It's a pleasure coming to work and being around so many young, switched on happy people in such a supportive and helpful environment.

customer of the month



Name: Donna Weston

Location: Hamilton Hill, WA

Account type: broadband2+ with phone

Customer Since: August 1996



Describe your typical day of living online?

I'm an early riser, so usually have a couple of peaceful hours browsing news and catching up on loose ends from work while I have breakfast. Once I'm at work, there's regular morning updates I need to make to our department's websites. As a big part of my job is managing the sites for about half of the agency I work for, I'm usually online most of the day dealing with requests and working with staff to make sure the right information is available when its needed.

Most evenings I'll catch up with online friends. A group of us having been playing trivia online since the mid 1990s and although we're all over the world, we keep in touch and meet when we can.

What's the best thing about your iiNet broadband?

Definitely the speed and the reliability of the connection! My work access is slow and often times out during uploads/downloads - incredibly frustrating when you're on a deadline. Whenever I can, I do a lot of the real grunt work on the work websites from home - much less stressful and I very rarely have a connection problem. I've recently upgraded to ADSL2/2+ and really noticed the improvement.

Your favourite site?

It'd have to be The Degree Confluence Project at www.confluence.org. I was introduced to the site in 2000 and became hooked. The object of the project is to visit points where lines of latitude and longitude cross at whole degrees, take pictures and document what was there. I've made 18 visits and was the coordinator for Australia and New Zealand for about five years, I also wrote about the project for a Lonely Planet book on experimental travel.

What technology/website are you looking forward to most?

Big picture - I was really pleased that there's finally been an acknowledgement that Australia is lagging behind in terms of connection speeds and national infrastructure to support online delivery. Little picture - [widget stations!](#) I can't wait to get my hands on one of these! I think they're going to take off.

Interested in being our next customer of the month? Send your details to iinewsfeedback@iinet.net.au.

competitions

pan's labyrinth giveaway

Set against the backdrop of fascist Spain in 1944, [Pan's Labyrinth](#) is a breathtaking mix of fact and fantasy, poetry and politics, pain and pleasure. Director Guillermo Del Toro ([Hellboy](#) , [Blade 2](#)) creates a modern masterpiece, a richly moving story of the end of innocence.



Selected for the 2006 Cannes Film Festival, *Pan's Labyrinth* has been weaving its spell on critics across the world. Equipped with one of the most ambitious statements any film I've ever seen has made, *Pan's Labyrinth* promises an experience so vivid and concrete that it's likely to "change the colour of your sleep."

But it gets better. Hopscotch films have kindly invited 50 iiNews readers (and a friend for each) to see *Pan's Labyrinth* before the rest of Australia in a series of preview screenings in Sydney, Canberra, Melbourne, Brisbane, Adelaide and Perth.

To be in the running to win, email [competitions](#) with "Labyrinth Competition" in the subject line, and provide your username, full name, and address by 5pm WST, December 25, 2006, along with the answer to this question: what PC User award did iiNet recently win? (*hint*: you'll find the answer in "news")

Prizes sent by mail.

blood diamond giveaway

Set against the backdrop of civil war and chaos in 1990's Sierra Leone, *Blood Diamond* is the story of Danny Archer (Leonardo DiCaprio) - a South African mercenary - and Solomon Vandy (Djimon Hounsou) - a Mende fisherman. Both men are African, but their histories as different as any can be, until their fates become joined in a common quest to recover a rare pink diamond that can transform their lives.



With the help of Maddy Bowen (Jennifer Connelly), an American journalist, the two men embark on a trek through rebel territory that could save Solomon's family and give Archer the second chance he thought he would never have.

To celebrate the release of *Blood Diamond* on January 4, Roadshow Films have kindly passed on to us 50 double passes to giveaway to iiNews readers.

To be in the running for this prize, please email [competitions](#) with "Blood Diamond Competition" in the subject line, and provide your username, full name and address by 5pm WST, December 25, 2006, along with the answer to this question: Name one way that you might use the Internet to organise your life better? (*hint*: if you're running low on ideas, see this month's "feature story")

Prizes sent by mail.

holiday CD packs giveaway !

Our good friends at EMI and [Musichead](#) have passed on some fantastic CD packs to giveaway to iiNews readers. The CD packs contain new releases from *Moby* , *Kasey Chambers* , *Robbie Williams* and *Keith Urban* . 7 lucky iiNews readers will go away with the goods, providing some much needed musical variation from the Christmas carol season.



To be in the running for this prize, please email [competitions](#) with "Holiday CD Competition" in the subject line, and provide your username, full name and address by 5pm WST, December 25, 2006, along with the answer to this question in 25 words or less: If you could have one music star at your Christmas dinner this year, who would it be and why?

Winners will be contacted by email and prizes sent by mail.

entertainment

2 minute games review - Gears of War (Xbox 360)

As a part-time game evangelist, it's with heavy heart I warn you of a dangerous leisuretime pandemic. It struck swiftly and ruthlessly, it took down many of my finest online gamer associates. I refer to a terminal addiction to the 360's ubergore shooter, *Gears of War*.



You can trust my medical opinion that if you buy this game, it's going to infect your time like a virus. Picture a third-person Halo with juicy co-op play, graphics on steroids and online deathmatch tomfoolery falling out its butt. And oh, sweet mother of all things hilarious, there are chainsaws.

It hits you in stages: first up, as you fire the disc up you're going to find yourself wandering blindly through gunfights with 'Locust', one eye on the gunplay and another on the amazing visual effects. You'll stick your head out to get shot, simply to gawp at the blood effects over and over. To date, only Oblivion has really reached this echelon of pant-wettingly stunning displays - to be honest, GoW kicks even Oblivion out of the graphics bed and totally hogs the doona.

Next you'll warm to the gameplay. The simple yet diverse cover and combat vibe is the defining feature of GoW: duck and run, plant yourself behind doorways, walls, columns, fences, cars. Shoot blindly round corners and over obstacles, or poke your eyes over to sneak a more refined shot, at the risk of a hot serving of pwnt soup in return. The air is always tense, increasingly so as the game goes on - a brief waltz with one of GoW's more formidable and ruthless adversaries, the Berserker, will redefine how you do your underpant laundry.

By now it's probably 3am, you're still in your work/school clothes and you're sitting a little closer to the tv screen. You've mastered cover, you're at one with your weapon (helloooo torque bow) and you're the zen master of the GoW power reload. It's probably time for sleep. Just after you take GoW online for five minutes to see what the online content is about.

So now its 7am, you've been playing deathmatch for four straight hours while some kid mouths off at you from Greenville Alabama for chainsawing his protagonist in twain. Step into cut-throat, spawn-free 4 vs 4 deathmatch for some of the swiftest strategic carnage found on Xbox live. Or jump into online co-op play, as I did, for some seriously addictive headset coordinated PvE action.

I can't stress this enough folks - this is the title you bought your 360 for. We wait patiently for Halo 3, Assassin's Creed and Mass Effect. We play Gears of War right now, we'd be stark raving mad not to.

(Special thanks to my co-op wingman XRiOT for solid hours of online review gameplay. Were it not for his new dog wizzing on the rug, we'd have squeezed a few more in I'm sure.)

second take

with Stephen Van Dieren

As a PC man myself, I'm a bit 'controller challenged' when it comes to console games. Gears of War was made for people like me. One button to run, duck, jump or all three at once made this game easy to pick up.

Five minutes into the game I knew my \$140 television just wasn't going to cut it so I'm on the phone to my mate asking if he was free. Within twenty minutes I was playing GOW on a fifty inch high def TV in all of its glory. The graphics on this game are unbelievable! I had my doubts with this though as with a lot of games the graphics are top notch but at the expense of decent gameplay. This was certainly not the case in GOW. This game has everything from intense gameplay, to gore, to out-of-this-world graphics to even more gore.

The online component of GOW just complements an already perfect game. As a fan of online gaming, I was eager to connect this up to Xbox live. A couple of late night gaming sessions later and I was hooked.

Gears of War is a must buy for any 360 owner.

iiNews games kindly provided by



December new releases:

[Flight Simulator X Deluxe Edition \(PC\)](#)

[IL 2 Sturmovik 1946 \(PC\)](#)

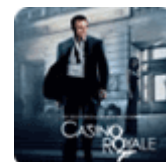
[Superman Returns \(PS2\)](#)

[Dead or Alive Extreme 2 \(Xbox 360\)](#)

[Madden 07 \(Nintendo Wii\)](#)

movie review - [Casino Royale - Rated M](#)

For the first time since the days of Roger Moore's Bond, something interesting has happened to the Bond franchise other than a change in male lead. Like Batman Begins, Bond begins again.



In *Casino Royale*, 007 uses his licence to kill somewhat liberally, applying brush strokes of death to the "deserving" a bit too frequently for the squeaky clean MI6. After a particularly messy shoot-up in a normally out of bounds embassy, Bond is ordered to "disappear" for a while.

Of course, being the 007 that he is, Bond follows the faint trail of his last kill all the way to terrorist financier Le Chiffre ([Mads Mikkelsen](#)) a brilliant mathematician and keen poker player. Once MI6 picks up on Bond's new hunting grounds, they decide to buy in to a millionaires poker game Le Chiffre's has organised to settle his terrorist debts - Bond goes into the game as the agencies best poker player.

As the poker game intensifies, we gain an insight into the flaws and strengths of Bond's character. His ego causes him to lose heavily at times, and a well trained killer streak is just barely kept in check - such are the weaknesses inherent in a license to kill.

[Daniel Craig](#) is definitely my Bond of choice, right up there with Connery and Moore. He and other members of the cast including [Eva Green](#) and Mikkelsen make *Casino Royale* feel like a film first and a franchise second. Forget the cheesy one liners that stood for substance in *Die Another Day* and *The World is not Enough*, in *Casino Royale* even the Bond theme plays a minor, yet very important, role.

Bond's character transformation from past films is at once unexpected and expected considering the burden of his license to kill. This Bond is a killer with a personality forged to cope with that. Yet that strength also leads to my only gripe with the film. Bond undergoes an important emotional transition in the film - a transition that happens all too abruptly to be entirely believable.

But that is a minor blight on what is a great film. Right from the first chase scene it's clear that this is no "rubber man" CGI Bond with his own "unique" laws of physics. This is a Bond that knows his limitations and abilities - and surfing down tsunami waves of ice is not one of them.

I was going to put licensed to thrill down here but...oh I just did.

site scan - holiday health kick

www.healthykids.nsw.gov.au

Good health starts in the home. Check out the NSW government website on promoting a healthy lifestyle for your children.

www.nutritionaustralia.org

A not-for-profit organisation dedicated to providing nutritional advice for Australians of all ages.

www.itrainer.com.au

The personal trainer you take with you in your pocket (yes, I made that up myself). itrainer offers personal fitness programs for your ipod.